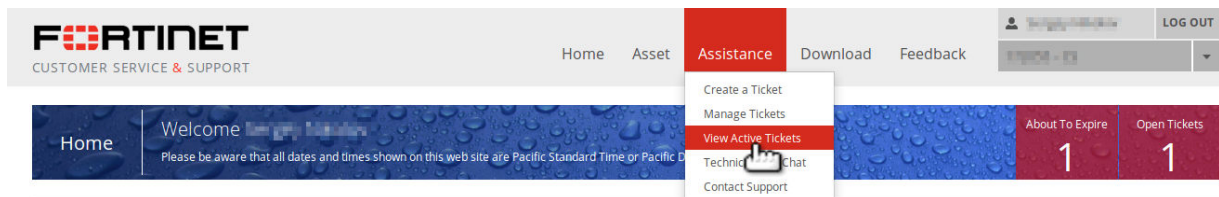


View and Update an Active Ticket

When ticket is created, use below steps to view the ticket updates or respond to update information to the ticket at any time.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**.
2. Go to Assistance and Select “**View Active Ticket**”



3. Click on the ticket number or use “**Advance Search**” to find the ticket you want to view or update.

Ticket#	Product SN	Subject	Status	Creation Date	Close Date	Priority	Request Type	Solution
4102	FGT60D4613	AV IPS and support renewal	PendCustFB	2014-04-23	N/A	P4	Customer Service	CS query addressed

Click on the number to open it

Advanced Search

Subject:

Ticket Number:

Created Between: YYYY-MM-DD and YYYY-MM-DD

Ticket Type: Customer Ticket

Status: All Unclosed

Serial Number:

Request Type: All

Sub-Account: All

View and Update an Active Ticket

4. Type your response in “**Add Comment**” box, and click “**Save**” to update the ticket.

Ticket Details	Ticket Number: 1112861 Serial Number: FGT-602103240679	Request Type: Customer Service Category: CS Contract/License Status: On Hold	Creation Date: 2014-05-06 Close Date: N/A Priority: P4
-----------------------	---	--	--

[Back To List](#)

Contact Information

Name*:

Email*: ?

Telephone:

Mobile Phone:

Basic Information | Subject: Contract Issue

Ticket Number: 1112861 Status: On Hold Creation Date: 2014-05-06 S/W Version: N/A Request Type: Customer Service	Serial Number: FGT-60210324 Ticket Priority: P4 Close Date: N/A Owner: Janice Lim Category: CS Contract/License
--	---

Ticket Conversation

KL TAC 2014-05-06 20:52:00	Test for Training
Janice Lim 2014-05-06 22:50:00	test 1
KL TAC 2014-05-06 22:51:00	test2
	test testet test

Add Comment

Attachments

Total file size < 4MB

File size >= 4MB

Note: you can use "Add Large Attachments" button to upload large file to temporary storage. Files in the temporary storage area are cleared periodically. This upload is a standalone process and does not require new comments to be added to the ticket.

View and Update an Active Ticket

How to attach files to a ticket

You can attach up to 3 files < 4MB. In case the files are >4 MB use the “Add Large Attachments” option.

Files <4 MB remain on the tickets even after closure, but files >4MB will be removed after the ticket is closed.

Add Comment

Add your reply here

Attachments

Total file size < 4MB
Choose File No file chosen

You can attach up to 3 files < 4MB

Choose File No file chosen

Choose File No file chosen

File size >= 4MB
Add Large Attachments

Note: you can use "Add Large Attachments" button to upload large file to temporary storage. Files in the temporary storage area are cleared periodically. This upload is a standalone process and does not require new comments to be added to the ticket.

Use this option for files > 4 MB

Do not forget to click SAVE when done editing

Save Cancel

If everything went fine with the attachments you will be able to see your comments and attachments after clicking the “**SAVE**” button.